



HUPAY

HUPay Frequently Asked Questions

ABOUT THIS GUIDE

This guide answers common questions about the new Payment Center and provides instructions on how to manage your HUPayment Plan.

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Remaining Balance General Guidance

If you see a remaining balance on your Herzing account, don't worry—there are a few steps you can take.

First, it's important to know that students are responsible for making sure their tuition is fully paid by the end of each semester. This can be done through a mix of options like federal loans and grants, outside scholarships, or personal payments.

If you believe you shouldn't owe anything for the semester, it's a good idea to reach out to your financial aid advisor. They can review your account and help clear up any confusion.

Pay Your Remaining Balance

To make a personal payment, just head over to the HUPay through your [MyHU](#) page. You can pay with a credit or debit card (note: there's a fee), or directly from your bank account (no fee).

Can't pay the full amount right now? No problem—you can make partial payments or sign up for the Herzing University Payment Plan (HUPP). This plan splits your balance into smaller payments over the semester. You can even set up auto-pay to make things easier. Payment Plans are available to apply for 30 days before the start of the semester.

How to Make a Payment Through the HUPay Payment Portal

(Powered by Transact payment processor)

Making a payment is quick and easy! Just follow these steps:

Step 1: Start Your Payment

- On the left-hand side of the page, click **Make a Payment**.

Step 2: Choose What to Pay For

- Check the box next to the semester balance you want to pay.
- Then, choose the amount you'd like to pay—whether it's the full balance or a partial payment.

Step 3: Checkout

- Click **Checkout** and follow the prompts.

Step 4: Pick a Payment Method

- You'll be asked to choose how you want to pay.

Paying with a Credit or Debit Card

1. Select **New Credit or Debit Card**, then click **Continue**.
2. Enter your card details and click **Continue** again.

3. A pop-up will appear asking you to confirm the service fee. Check the box to agree, then click **Continue**.
4. Review your info and click **Pay** to finish.
5. 💡 **Heads-up:** Service fees are charged on all credit/debit card transactions.

Paying with ACH/eCheck (Bank Account)

1. Select **New Bank Account**, then click **Continue**.
2. Enter your bank info, check the acknowledgment box, and click **Continue**.
3. Double-check your details and click **Pay** to complete the transaction.

Paying with an Authorized User

My parents are helping pay for school—how can they make payments?

Great! If your parents (or anyone else) are helping cover your tuition, you can give them access to make payments directly through your HUPay account.

Here's how to set them up as an authorized payer:

1. Log into the **HUPay payment center**.
2. Click on the **My Account tab** in the left-hand menu.
3. Under the Payers section, click **Send a Payer Invitation**.
4. Enter your parent's (or payer's) name and email address.

Once that's done, they'll get an email with instructions to create their own login. From their account, they'll be able to:

- View your current balance
- Add their own payment method
- Make payments directly to your account

Don't worry—your saved payment info stays private, and you won't be able to see theirs either.

How to Enroll in the HU Payment Plan (HUPP)

You may enroll in the HU Payment Plan (HUPP) to split your balance into smaller payments throughout the semester. The HUPP is available for you to set up starting 30 days before the semester begins.

Enroll in the HUPP

1. Log in to HUPay through your MyHU student portal. ****Located near the bottom of the Home page, under 'Student Resources'****

2. On the HUPay homepage, click “View payment plan options” or select “Payment Plans” from the left-hand menu.
3. Scroll down and click “Enroll in Plan” and review your payment plan agreement.
4. Review your payment plan agreement.
5. After reviewing your payment plan, scroll down to read and agree to the terms and conditions.
6. Check the box next to “**Acknowledgement and Acceptance: By enrolling in the Herzing University Payment Plan, I acknowledge that I have read, understand, and agree to be bound by these Terms and Conditions. I further authorize Herzing University and its respective agents to contact me regarding my student account and financial obligations under the conditions set forth herein.**”
7. Type your student ID to sign and click “Continue”.
8. On the next page, confirm auto pay, choose your payment method, and enter your payment information. You will then review and agree to the auto pay terms and conditions.
 - a. NOTE: if you do not set up autopay - you will need to return to this site to make your payment manually by the expected due date
9. Review and confirm your payment information.
10. Within a few seconds of enrolling, you will receive an email to confirm you have successfully enrolled in a payment plan. You can also view your payment plan installment by reviewing the “payment plans” section of the Overview page.

Print the HUPP Agreement

1. On the HUPay homepage, click “View payment plan options” or select “Payment Plans” from the left-hand menu.
2. Select the payment plan you wish to print the agreement for
3. View and print your payment plan agreement by clicking on the three dots in the top-right corner of the screen.
4. Select ‘View Agreement.’
5. Click the printer icon in the top right to Print.

How to Manage AutoPay in HUPay

Set Up AutoPay

1. Go to **HUPay** and click **Payment Plans** in the left menu.
2. Under Current Plans, click the **Set Up Auto Pay** icon.
3. Check the box to agree to the terms, then click **Continue**.
4. Choose and **add your payment method**.
5. Check the box again to agree to the terms, then click **Continue**.
6. Review your info. If everything looks good, click **Complete**.

Edit AutoPay

1. In **HUPay**, click **Payment Plans** on the left menu.
2. Select **Autopay**.

3. In the sidebar, scroll down and click “**View or edit details here!**”
4. On the Auto-Pay screen, click **Change** next to Payment Method.
5. On the next screen, click **Change** again.
6. Enter your new card or bank info.
7. Check the box to agree to the terms, then click **Continue**.
8. Review your info and click **Continue** again.
9. A  green checkmark will confirm your payment method was updated.

Cancel AutoPay

1. In **HUPay**, click **Payment Plans** on the left menu.
 2. Select **Autopay**.
 3. Scroll down and click “**View or edit details here!**”
 4. On the Auto-Pay screen, click **Cancel Auto Pay**.
 5. A pop-up will appear—click **Cancel Auto Pay** again to confirm.
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Related Payment Questions



How to Access or Update Your HUPay Account

How do I change my password?

Your HUPay account is directly linked to your MyHU login. To change your password:

- Go to your MyHU homepage.
- Click the “Login and Password Maintenance” button in the center of the screen.
- Follow the prompts to update your password.

How do I create my HUPay account?

Good news—you don’t need to! Your account is automatically created through your MyHU portal.

To access it:

- Log into MyHU.
- Navigate to “Student Resources.”
- Click on the HUPay link to get started.

How do I manage a balance change?

My balance changed after I signed up for a payment plan—what now?

It's totally normal for your account balance to change during the semester. This can happen for a few reasons, like changes to your class schedule or updates to your financial aid (like loans or grants).

- If your balance went down – Great news! You don't need to do anything. Your payment plan in the HUPay portal will automatically adjust to reflect the lower amount. Your future payments will be smaller—easy!
- If your balance went up – No worries! You can update your Herzing University Payment Plan (HUPP) to include the new amount. The extra balance will be spread evenly across your remaining payments for the semester. Just a heads-up: you'll need to re-sign the updated terms and conditions and confirm the new auto-pay amount.

If you're unsure why your balance changed or need help updating your plan, your financial aid advisor is always here to help!

What should I do if I can't make a payment or get locked out of my account?

Can't Make a Payment or Locked Out of Your Account?

We get it—life happens. If you're struggling to make a payment or you've already been locked out, here's what you need to know:

Don't Ignore Payment Emails

If you're receiving Payment Reminders, Past Due Notices, or Lockout Warnings in your Herzing email—even if you think they're a mistake—don't ignore them. These messages are important and time-sensitive.

Already Locked Out?

If you're locked out of your account, it means your account is past due. But don't panic—there's help available.

What You Should Do Right Away:

Contact your Financial Aid Advisor as soon as possible. They can:

- Review your account
- Help adjust your payment plan
- Discuss options to get your account unlocked
- Explore other financial support solutions

Why It Matters:

If no action is taken, you may lose access to your classes and the student portal. But the sooner you reach out, the more options you'll have.

 **Bottom Line:** You're not alone. Reach out—we're here to help you stay on track.

Who can I contact for help with navigating the payment site?

Can't find what you're looking for? Visit the [Student Support Portal](#) for help. If you have any questions about your payment amount, please contact your Financial Aid Advisor.